

# **Refunds, Deposits, Cancellations & Change Policy**

## **Refunds**

**Processing of Refunds and Security deposits:** Refunds will be credited to the credit or debit card used to place the reservation in approximately seven days.

## **Security Deposit Refunds**

**Community Centers and Pavilions:** Upon Completion of your rental, the center will be inspected by staff. Any damage or missing items will be documented and reported to the Person Responsible for the event within 24 hours. The deposit may, then, be partially or completely retained depending of the damage. The Parks & Recreation Division reserves the right to bill the applicant for additional expenses should excessive maintenance, repairs, or staff time be warranted because of the use.

## **Cancellations& Change Policy**

You can cancel or change your reservations online at [leoncountyfl.gov/reservations](http://leoncountyfl.gov/reservations)

- To cancel - Login and then go to My Account, Cancel a Reservation
- To change - Login and then go to My Account, Change a Reservation

**Community Centers:** cancellation for a community center must be made seven calendar days prior to the planned rental date. If cancellation is not made before the seven-day period, the rental fee is forfeited. (although Community Center security deposits and any other staff fees will be refunded).

**Pavilions:** cancellation for a Pavilion must be made seven calendar days prior to the planned rental date. If cancellation is not made before the seven-day period, the rental fee is forfeited. (although Pavilion security deposits and any other staff fees will be refunded).

**Campgrounds:** cancellation for a campground site must be made seven calendar days prior to the planned rental date. If cancellation is not made before the seven-day period, the rental fee is forfeited.